

## **Transcript: VICTORIA**

**Taylor-5322798969864192-5801413616549888**

### **Full Transcript**

Your call may be monitored or recorded for quality assurance purposes. Thank you for calling Benefits on a Card. This is Victoria. How can I help you? Uh, yes. My name is Yvette Hammond. I wanted to make sure that I was not enrolled in BIC. Okay. Uh, what's the name of the agency you work for? Oxford. All right. And then the last four of your Social? 7639. Gotcha. Do you mind verifying your address and date of birth? Uh, date of birth is 8/20/'63. I'm not sure which address you have on file but let's try this one. Uh, 16471 Golden Tree Avenue- Yeah. That one. ... in Towne County. Yeah. That's the one. Okay. And then, uh, phone number is 951-662-5315? Yes. And then email is gonna be first and last name @sbcglobal.net? Yes. Okay. Yeah. I don't see that you're enrolled into anything. Okay. I couldn't remember if I had disenrolled last year or not. Perfect. All righty. And then, uh, because I think I tried to do the dental plan and I couldn't get anybody to accept it. Yeah. I don't see that you're enrolled into anything currently. Are you wanting to get enrolled? No. No, 'cause I couldn't get anybody. I paid all that money last time and couldn't get anybody to accept the insurance. Oh, okay. So. I see where you're saying. A-all right. Thank you. You're welcome. You have a wonderful day. Y- you do the same. Bye-bye. Bye.

### **Conversation Format**

Speaker speaker\_0: Your call may be monitored or recorded for quality assurance purposes.

Speaker speaker\_1: Thank you for calling Benefits on a Card. This is Victoria. How can I help you?

Speaker speaker\_2: Uh, yes. My name is Yvette Hammond. I wanted to make sure that I was not enrolled in BIC.

Speaker speaker\_1: Okay. Uh, what's the name of the agency you work for?

Speaker speaker\_2: Oxford.

Speaker speaker\_1: All right. And then the last four of your Social?

Speaker speaker\_2: 7639.

Speaker speaker\_1: Gotcha. Do you mind verifying your address and date of birth?

Speaker speaker\_2: Uh, date of birth is 8/20/'63. I'm not sure which address you have on file but let's try this one. Uh, 16471 Golden Tree Avenue-

Speaker speaker\_1: Yeah. That one.

Speaker speaker\_2: ... in Towne County.

Speaker speaker\_1: Yeah. That's the one.

Speaker speaker\_2: Okay.

Speaker speaker\_1: And then, uh, phone number is 951-662-5315?

Speaker speaker\_2: Yes.

Speaker speaker\_1: And then email is gonna be first and last name @sbcglobal.net?

Speaker speaker\_2: Yes.

Speaker speaker\_1: Okay. Yeah. I don't see that you're enrolled into anything.

Speaker speaker\_2: Okay. I couldn't remember if I had disenrolled last year or not. Perfect. All righty. And then, uh, because I think I tried to do the dental plan and I couldn't get anybody to accept it.

Speaker speaker\_1: Yeah. I don't see that you're enrolled into anything currently. Are you wanting to get enrolled?

Speaker speaker\_2: No. No, 'cause I couldn't get anybody. I paid all that money last time and couldn't get anybody to accept the insurance.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_2: So.

Speaker speaker\_1: I see where you're saying.

Speaker speaker\_2: A-all right. Thank you.

Speaker speaker\_1: You're welcome. You have a wonderful day.

Speaker speaker\_2: Y- you do the same. Bye-bye.

Speaker speaker\_1: Bye.